

² See <https://www.mprnews.org/story/2019/04/25/flooding-roundup-season-hopefully-over-time-for-cleanup-recovery> (last visited May 29, 2019).

from receding and made it impossible for CenturyLink to restore service. At this point in time, two (2) CenturyLink pedestals in close proximity to the Minnesota River remain under water. Without these essential facilities, CenturyLink is not able to provide service to a small number of customers in the affected area. CenturyLink needs the flood waters to recede in order to restore service to affected customers.

II. INFORMATION REQUIRED PURSUANT TO SECTION 63.63(a)

A. Effective Date of Impairment and Service Areas Affected

CenturyLink first started experiencing flood-related service outages on approximately April 1, 2019 with respect to eight (8) customers, and on April 4, 2019 with respect to an additional seven (7) customers. As of this filing, CenturyLink has yet to restore service in limited portions of the Le Sueur wire center. Approximately fifteen (15) customers in the area are affected.

B. Nature and Estimated Duration of the Conditions Causing the Impairment

The initial flooding that caused the service impairments occurred in early April 2019 but the effects remain today. Due to high water and additional precipitation in the area, the flood waters have not yet receded. CenturyLink continues to monitor water levels to determine when it will be possible to access its facilities and restore service. Due to circumstances beyond CenturyLink's control, there is no current timeframe for restoration.

C. Facts Showing That Such Conditions Could Not Have Been Reasonably Foreseen to Prevent Such Impairment

CenturyLink has had facilities in this area for decades to serve customers in this portion of the Le Sueur wire center. CenturyLink has never previously experienced flooding and standing water of this magnitude that impacted its facilities in this area for such a prolonged

period of time. The flooding and resulting impairment of CenturyLink's services from this event was not foreseeable and could not have been reasonably prevented.

D. A Description of the Service Involved

CenturyLink's wireline telecommunications services and other real-time two-way voice communications services, as defined in Section 63.60(f) of the Commission's Rules, have been impaired in limited areas of the Le Sueur, Minnesota wire center. Service has been intermittent since early April, with noise being heard on the affected lines at times.

E. The Nature of Service Which Will Be Available or Substituted

CenturyLink is currently analyzing options to restore service to the areas that were impaired by the flooding. Temporary service from CenturyLink is not available in the affected area due to the flooding that remains. Running a temporary service drop is not feasible to provide reliable service given the ongoing presence of flood waters. In light of this, CenturyLink expects it will be able to restore service once the flood waters recede and essential facilities can be accessed.

F. The Effect Upon Rates to any Person in the Community

CenturyLink does not yet have enough information to state what effect this impairment may have upon the rates CenturyLink charges its customers in this area. Since CenturyLink is still evaluating how it will restore service and the expense restoral will entail, it is premature to state with any certainty what the effect on rates would be.

G. Restoration Efforts

Restoration efforts remain ongoing as CenturyLink evaluates its alternatives to restore service. CenturyLink has devoted substantial man-hours to restoring service that was impaired by the flooding, and thankfully only a small number of customers remain without service. CenturyLink will continue to work diligently to monitor area conditions and rebuild its network

where necessary, but affected customers are not expected to have service fully restored until the flood waters recede. CenturyLink will continue to coordinate with other stakeholders and, to the extent service is not restored within the next 60 days, will make any necessary filing with the Commission related to this impairment.


III. CONCLUSION

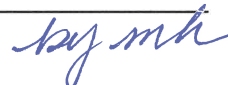
For the foregoing reasons, in light of the devastating flooding and substantial damage to CenturyLink's facilities suffered in portions of the Le Sueur, Minnesota wire center, CenturyLink respectfully requests Commission approval of this Application.

Respectfully submitted,

**QWEST CORPORATION d/b/a
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